



## RECRUITMENT



### CONDUENT BUSINESS SERVICES, LLC East Hartford, CT

- + F/T QA Auditor (Quality Assurance Auditor) (Job ID#1005421)
- + Appeals Coordinator (Job ID#1028798))

Wednesday, April 19, 2023

From 1:30 PM – 4:00 PM

East Hartford American Job Center @ Goodwin College  
417 Main Street, East Hartford, CT

### **JOB INFORMATION AND REQUIREMENTS**

**QA Auditor (Quality Assurance Auditor)** - Job Order # 1005421: F/T position available in East Hartford, CT. As a Quality Assurance Specialist - conduct quality reviews of the various functional areas, identify trends or issues that are occurring, always with a focus on continual improvement. Qualified candidates will bring forward innovative strategies for continuous quality improvements.

**Hourly rate: \$20.50**

**Qualifications:**

- Ability to Type at least 30 WPM.
- Ability to use MS Word, MS Excel and MS Outlook required.
- Bi-lingual Preferred.

**Experience/ Education:** College Degree preferred. 6 months experience in auditing of a call center or transaction processing knowledge. Experience in public sector healthcare, Medicaid and/or CHIP a plus.

**Appeals Coordinator** - Job Order # 1028798: F/T position available in East Hartford, CT.

Responsible for analyzing and resolving verbal and written appeals from consumers. Responding to requests for information from Department Hearing officers. Researching, verifying, and evaluating case information and other factors in effort to facilitate resolution within Access Health CT (ahCT) procedures and federal regulations and statutes governing the program. Identifying and reporting error trends discovered during the Grievance Mediation process to the Quality Assurance Supervisor. Demonstrate strong understanding of Medicaid, CHIP and the Affordable Care Act.

**Qualifications:**

- Excellent customer service skills.
- Previous experience demonstrating problem-solving skills.

**Hourly Rate for Appeals Coordinator is \$21.00**

**Experience/ Education:** College degree (minimum of Associates) or equivalent work experience. 2+ years of grievance or appeals experience.

A data entry and typing assessment is administered at the time of this recruitment for the QA Auditor (Quality Assurance Auditor). Practicing for this typing assessment is strongly recommended. You can go to [www.typingtest.com](http://www.typingtest.com) for your free practice session.

## **INTERVIEW PREPARATION INSTRUCTIONS**

❖ Bring Résumé or Outline of Work Experience	❖ Must be at least 18 years of age
❖ Applicant will be subjected to Background Check	❖ Applicant will be subjected to a drug test

For more information visit [www.CTHires.com](http://www.CTHires.com). Click on **Find a Job** then the **Job Number Search** tab. Enter the Job Order Number then click **Search**. (See above for Job ID #)

If you are interested in attending this recruitment event, you **MUST** be a registered user of CTHires to participate in this event. If you are not registered, please visit [www.CTHires.com](http://www.CTHires.com) to register as an Individual prior to the event.

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